



## SIA Global Executive Summit for Service Leaders April 15 – 17, 2018

### Venue / Hotel

Paris Las Vegas Hotel  
3655 S Las Vegas Blvd  
Las Vegas, NV 89109  
(702) 946-7000

## AGENDA

### SUNDAY – APRIL 15, 2018

6:30PM

**Welcome & Speed Networking**

- *Sponsored by Field Nation & Agile Equity*

### MONDAY – APRIL 16, 2018

8:30 AM – 9:00 AM

**Continental Breakfast & Break (Champagne Ballroom II)**

*Breakfast with new SIA members & Board*

9:00 AM – 9:15 AM

**Welcome**

*Tom York – Board President, SIA*

*Claudia Betzner – Executive Director, SIA*

*Location: Champagne I*

9:15 AM – 10:15 AM

**Insights**

*Christine Tenneson – Director Research Infrastructure, Gartner*

10:15 AM – 11:15 AM

**Break & Networking**

11:15 AM – 12:15 PM

**eVOLUTION of IT Service – Next Decade**

12:15 PM – 1:15 PM

**Lunch & Networking (Champagne Ballroom II)**

- *Sponsored by Park Place Technologies*

1:15 PM – 2:15 PM	<b>OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers</b>
2:15 PM – 3:00 PM	<b>Break &amp; Networking</b>
3:00 PM – 4:00 PM	<b>Internet of Things – Strategy Panel</b>
4:00 PM – 4:45 PM	<b>Breakouts</b>
	<i>Equity Partner Forum</i>
	<i>Big Data – Creating Value through Data Mining</i>
6:30 PM – 7:30 PM	<b>Cocktails &amp; Networking</b>

## **TUESDAY – APRIL 17, 2018**

8:30 AM – 9:00 AM	<b>Continental Breakfast &amp; Break (Champagne Ballroom II)</b>
9:00 AM – 9:30 AM	<b>State &amp; Vision of the Association</b>
	<i>Tom York – Board President, SIA &amp; President, DecisionOne</i>
9:30 AM – 10:30 AM	<b>CTO Interview &amp; Discussion</b>
	<i>What are CTOs reviewing in a Service Solutions provider?</i>
	<i>Buyers perspective from a Fortune 500 CTO</i>
10:30 AM – 11:30 AM	<b>Break &amp; Networking</b>
11:30 AM – 12:30 PM	<b>Shipping, Logistics &amp; Supply Chain Management</b>
12:30 PM – 1:30 PM	<b>Lunch &amp; Networking</b>
1:30 PM – 2:30 PM	<b>Right to Repair – Owner’s Rights</b>
	<i>State Senator</i>
2:30 PM – 2:45 PM	<b>Break &amp; Networking</b>
2:45 PM – 3:45 PM	<b>Closing – Growing Your Company</b>
6:30 PM	<b>Cocktail &amp; Networking</b>
	<b>“April in Paris” Chateau Nightclub &amp; Garden</b>
	<i>Rooftop Paris Resort under the Eiffel Tower (Badge required)</i>
7:00 PM	<b>Dinner</b>
	<ul style="list-style-type: none"> <li>▪ <b>Sponsored by Service Express, Inc. (SEI) and Customer Service Delivery Platform (CSDP)</b></li> </ul>